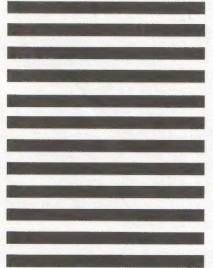# BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 36 WEST KINGSTON, RI

POSTAGE WILL BE PAID BY ADDRESSEE

APC®

AMERICAN POWER CONVERSION

ATTN:WARRANTY REGISTRATION
132 FAIRGROUNDS ROAD
PO BOX 278
WEST KINGSTON RI 02892-9906

3 How are we doing? Please provide comments on APC products or service. If you have a question that requires a response, please e-mail to apcinfo@apcc.com.

_____

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Fax: 1.401.789.3710

Online: http://www.apcc.com

Mail: return this postage paid card

Phone: 1.800.800.4APC

(Please fold and tape closed to mail.)

990-0001-A rev.8 9/96

1. **Activation of your Equipment Protection Policy**
2. **Advance notice of new products, upgrades and promotions, and special discount offers**
3. *APC Currents,* **our quarterly power protection newsletter**

Register online and get:

All of the benefits listed above

Plus:

You'll be instantly entered in our monthly drawing for **APC t-shirts** and those who fill out the card completely (*yes, even the blatant marketing info in section 2*) will be entered in a yearly drawing to win a **new PC workstation!**

Now registering online allows you to register multiple products on one form. Point your browser to APC's PowerPage™ at http://www.apcc.com and click on warranty registration.

APC provides the most reliable solution for a variety of applications

Thank you

for choosing **APC**, the world's most reliable power protection!

Peripherals	Workstations	Servers	Datacenters
SurgeArrest®	Back-UPS®	Smart-UPS® v/s™	Matrix-UPS®
ProtectNet®	Back-UPS® Office™	Smart-UPS®	
PowerManager®	Back-UPS Pro®	Smart-UPS® RM	
		Smart-UPS® XL	

Register your APC product now

and you'll get:

STOP *If you need to register multiple products, do it online at http://www.apcc.com*

1 Warranty Registration. All information must be complete.

Name (First, Last) ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔

Title / Function ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔

Company Name ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔ Mailstop/Div. ⊔⊔⊔⊔⊔⊔⊔⊔

Street Address ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔

City ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔ State/Province ⊔⊔⊔⊔⊔⊔
(2 letter abbreviation if applicable)

Zip/Post ⊔⊔⊔⊔⊔⊔⊔⊔ Country ⊔⊔.⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔

Phone Number ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔

APC Product Purchased 1.❑ SurgeArrest®,P7 2.❑ PowerManager™ 3.❑ Line-R® 4.❑ PowerCell® 5.❑ Back-UPS®
6.❑ Back-UPS® Pro 7.❑ Back-UPS® Office™ 8.❑ Smart-UPS® 9.❑ Smart-UPS® v/s™ 10.❑ Matrix-UPS™

APC Model # Purchased ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔ Serial # ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔

Purchased From ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔ Purchase Date ⊔⊔/⊔⊔/⊔⊔
Month/Day/Year

City ⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔⊔ State/Province ⊔⊔⊔⊔⊔⊔ Country ⊔⊔⊔⊔⊔⊔⊔⊔
(2 letter abbreviation if applicable)

2 Blatantly self-serving marketing stuff, but it helps us serve you better so please fill it out anyway.
Fill out this section and you will be entered in a yearly drawing to win a new PC workstation!

How did you first hear about APC?
1. ❑ Advertising
2. ❑ Catalog
3. ❑ Peer referral
4. ❑ Reseller / Dealer
5. ❑ Editorial / Article
6. ❑ Trade show
7. ❑ Store display
8. ❑ Internet
9. ❑ Other _____

What type of equipment are you protecting with this APC product? [mark all that apply]
1. ❑ Server (non-internet)
2. ❑ Internet server
3. ❑ Standalone Personal Computer
4. ❑ Networked computer / Workstation
5. ❑ Midrange system
6. ❑ Internetworking hardware
7. ❑ Fax machine
8. ❑ Printer
9. ❑ Telecommunications equipment
10. ❑ Point of sale equipment
11. ❑ Medical equipment
12. ❑ Audio/ Video entertainment systems
13. ❑ Other _____

If using this product with a computer: Which brand[s] of computer hardware do you use with this APC product? [mark all that apply]
1. ❑ Apple
2. ❑ Compaq
3. ❑ Data General
4. ❑ DEC
5. ❑ Dell
6. ❑ Gateway 2000
7. ❑ HP
8. ❑ IBM
9. ❑ NEC
10. ❑ Packard Bell
11. ❑ SGI
12. ❑ Sun
13. ❑ Unisys
14. ❑ Other Computer_____
15. ❑ Non-Computer

If using this product with a computer: What type of hardware are you protecting with this APC product? [mark all that apply]
1. ❑ 486
2. ❑ Pentium
3. ❑ Pentium Pro
4. ❑ AS/400
5. ❑ Macintosh
6. ❑ Power PC
7. ❑ Minicomputer (other than AS/400)
8. ❑ Alpha
9. ❑ Sparc
10. ❑ MIPS
11. ❑ Telecommunications
12. ❑ Internet hardware (Hubs, Bridges, Routers)
13. ❑ Other _____

If you bought an APC UPS: What type of interface device or software do you use with this UPS?
1. ❑ PowerChute plus
2. ❑ PowerChute Pro
3. ❑ PowerChute v/s
4. ❑ Interface Cable
5. ❑ PowerNet SNMP Agent
6. ❑ PowerNet SNMP Manager
7. ❑ PowerNet SNMP Adapter
8. ❑ None
9. ❑ Other _____

If using this product with a computer: Which operating system is used on the computers that are protected by this APC product?
1. ❑ DOS
2. ❑ Windows
3. ❑ Windows 95
4. ❑ Windows NT
5. ❑ OS/2 / LAN Manager / LAN Server
6. ❑ Appleshare / System 7
7. ❑ Banyan Systems
8. ❑ Novell Netware   ver. _____
9. ❑ SCO Unix
10. ❑ Solaris (on Intel based system)
11. ❑ Solaris / SunOS (on Sparc based system)
12. ❑ HP-UX
13. ❑ AIX
14. ❑ NCR Unix
15. ❑ UNIXWARE
16. ❑ Other Unix
17. ❑ Other _____

If you bought an APC UPS: Which of the following features were important to you when choosing this APC product? [mark the 3 most important]
1. ❑ Appearance
2. ❑ Brownout protection / SmartBoost
3. ❑ Extra outlets
4. ❑ Flat under monitor shape, if applicable
5. ❑ Front panel display
6. ❑ Length of battery backup
7. ❑ Output waveform
8. ❑ Packaging
9. ❑ Power capacity /VA rating
10. ❑ Price
11. ❑ Reliability
12. ❑ Replace battery indicator
13. ❑ Size / Weight
14. ❑ Software feature support (PowerChute)
15. ❑ Software included with UPS
16. ❑ Power line surge suppression
17. ❑ 10 BaseT surge suppression
18. ❑ Modem line surge suppression
19. ❑ Unattended system shutdown capabilities
20. ❑ User-replaceable batteries, if applicable
21. ❑ No specific features
22. ❑ Other_____

Decision to purchase this product was based on: [mark all that apply]
1. ❑ Dealer recommendation
2. ❑ Advertising
3. ❑ Past use of APC product
4. ❑ Peer recommendation
5. ❑ Price
6. ❑ Product features / Technical specifications
7. ❑ Company / Department Standard
8. ❑ Product warranty
9. ❑ Equipment Protection Policy
10. ❑ Company reputation
11. ❑ Other _____

From what type of store did you purchase this APC product?
1. ❑ Computer products dealer
2. ❑ Value Added Reseller (VAR)
3. ❑ Mail order catalog
4. ❑ Computer superstore
5. ❑ Warehouse club
6. ❑ Mass merchant / Retail store
7. ❑ Power specialist
8. ❑ Computer manufacturer
9. ❑ Internet
10. ❑ Other _____

Was this product purchased and installed as part of the original system?
1. ❑ Yes
2. ❑ No

Where will this APC product be used?
1. ❑ Data center
2. ❑ Factory
3. ❑ Home
4. ❑ Office
5. ❑ Home office
6. ❑ Laboratory
7. ❑ Retail store
8. ❑ School / University
9. ❑ Hospital / Medical facility
10. ❑ Other _____

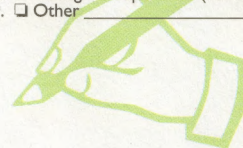## Which best describes your company's primary activity at this location:
1. ❑ Communications / Broadcasting / Publishing
2. ❑ Consulting
3. ❑ Education
4. ❑ Engineering / Architecture / Construction
5. ❑ Finance / Banking / Accounting / Insurance / Real estate
6. ❑ Government / Military
7. ❑ Health / Medical
8. ❑ Legal services
9. ❑ Manufacturing / Industrial
10. ❑ Research / Development
11. ❑ Computer Reseller / Distributor / Wholesaler
12. ❑ Other Reseller / Distributor / Wholesaler
13. ❑ Other service industry
14. ❑ Other _____

How many employees at your company?
1. ❑ 100 or less
2. ❑ 101-1000
3. ❑ More than1,000

Which of the following best describes the job or position of the person who decided to purchase this product?
1. ❑ Accountant / Banker /Financial analyst
2. ❑ Administrative staff
3. ❑ Art director / Graphic designer
4. ❑ Chairman / President / Owner / Partner
5. ❑ Consultant / Advisor
6. ❑ CFO / Controller / Treasurer
7. ❑ Data comm. / Telecomm. Manager
8. ❑ Editor / Writer
9. ❑ Educator
10. ❑ Engineer / Scientist / Programmer analyst
11. ❑ LAN / Network Manager
12. ❑ LAN / Network Staff
13. ❑ MIS / DP Manager
14. ❑ Professional (Doctor / Lawyer / Architect)
15. ❑ System support
16. ❑ Facilities Manager / Staff
17. ❑ Purchasing Manager / Staff
18. ❑ Manager / Supervisor (not listed above)
19. ❑ Other _____

APC Product Warranty Registration Card